

Business Development Quarterly Highlight Report October to December 2015

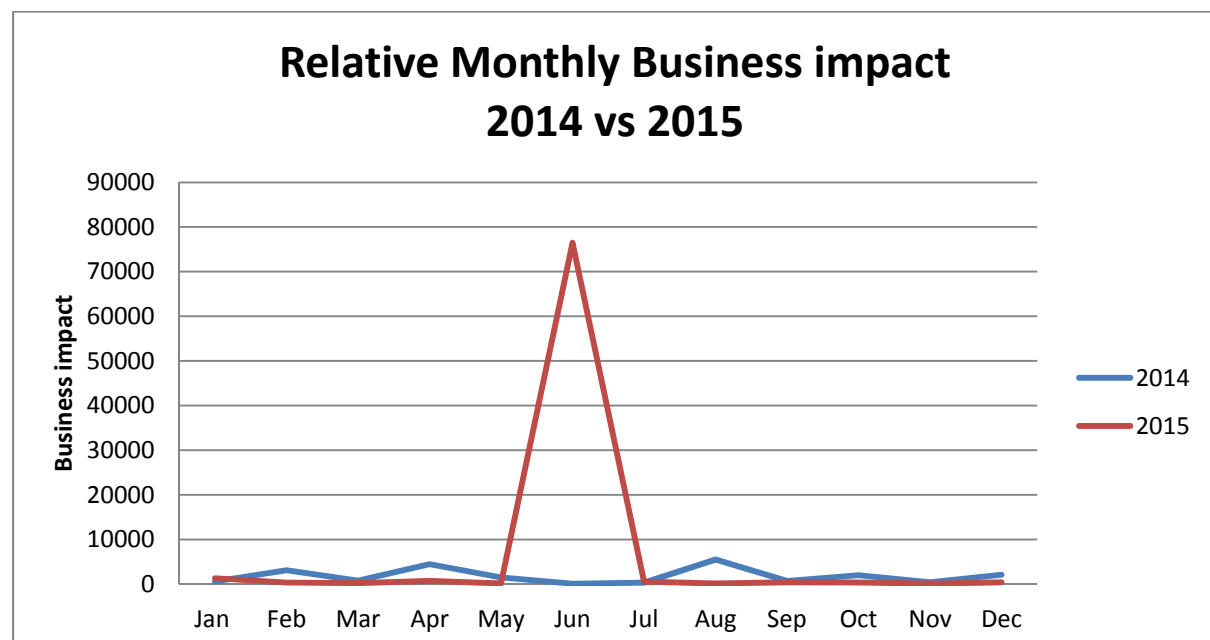
Strategic aims

Our business Development service, at its most basic level, aims to:

- Provide a range of secure and effective business as usual (BAU) ICT services to the ICO; and
- Develop new ICT services to enable the ICO to develop and improve.

BAU service headlines this quarter

- BAU service was relatively stable. A total of 11 incidents categorised as either priority 1 or 2 were encountered during the quarter. This was one less than during quarter 2, but in line with recent trends. These incidents are those which cause the significant or widespread unavailability of a service.
- The aim of our BAU service is to make our core systems available to staff with minimal interruption. The following chart shows the availability of our services to staff for the past 24 months:



- Service interruptions are investigated and any which are caused by problems which can be addressed through either a small change or a major project are given a 'problem record'. These are then

prioritised based on the business impact should the incident happen again.

- We are currently operating with 15 active problem records which are either in the process of being investigated or are awaiting remedial activity through a future project or change.
- Of these 15 active problems we anticipate 11 will be closed or progressed through project work planned during quarter 4 and the remainder through work planned for early next financial year.

New service headlines this quarter

As well as maintaining a fit for purpose BAU service, we work hard to introduce new services or upgrade existing systems to help colleagues meet the ICO corporate plan more easily and efficiently. The following are the headline activities and improvements during the past quarter:

- 'Stakeholder' management tool pilot throughout quarter. Full implementation during quarter 4.
- Digital registration service for household users of CCTV launched.
- Introduced Purchase Management phase of new Finance system.
- Replaced all printers with new hardware and support contract with new supplier.
- Email infrastructure upgraded to improve performance and stability.
- Spending approval from DCMS received for new SAN. SAN purchased and implementation begun. Scheduled for completion by end of Q4/very early 2015/16.
- New server hardware procured and implementation begun to improve general desktop performance and reliability.
- Office wide upgrade to Internet Explorer 11 to enhance internet access and capability.
- 20 additional home workers enabled during the quarter.

IT Assurance

We also work continuously to maintain the security and integrity of our ICT systems and services. Important work this quarter included:

- The completion of our annual 'IT Health Check' and completion of all significant remedial actions associated.
- Completion and submission of our annual PSN accreditation.
- Commencement of work with our new security advisors to develop a new approach to IT and physical security management. This project expected to progress significantly during Q4.

Developing our long term strategy

Our updated Digital and IT Strategy was presented to both the D and IT Steering Group as well as the Senior Management Team. The strategy, produced in line with the paper submitted to MB in July 2015, was signed off in November 2015. The decision to invoke the 12 month extension to our infrastructure support contract with Northgate was also taken during the quarter. This extension runs from July 2016 to June 2017.

Paul Arnold

Head of Customer and Business Services

